



## Level I Tech Support Specialist

Positions open for Austin, Groesbeck, TX and Miami

**Job Type:** Full time

### **Description:**

RSI's passion for helping people has transformed our business and that of our customers. We offer real job experience and provide career growth with RSI. If you are self-motivated and think like a leader, we're interested in you!

You will be responsible for responding to Tier 1 and 2 level tickets, based in a Windows environment. This position will be responsible for troubleshooting software, systems, VoIP, printers, scanners, and drivers. Familiarity with ticketing systems, remote tools, and cloud environments is strongly preferred. The right person will be comfortable communicating via telephone, email, and will have a willingness to help others!

### **Would you answer YES to the following?**

- Do you enjoy working in a fast-paced environment?
- Are you the type of person that likes responding to the needs of others?
- Do you like delivering top notch customer service?
- Do you enjoy accomplishing goals and tasks daily?
- Do you have a high level of energy?
- Are you good at problem solving?
- Do you enjoy setting up and troubleshooting IT equipment?

### **What you will do to succeed:**

- Assist non-technical staff with technical issues in a considerate and effective way.
- Communicate effectively and in a professional manner with members, co-workers, vendors, general public and people with various professional backgrounds.
- Multi-task, prioritize and execute tasks in the fast-paced environment, under sometimes tight deadlines.
- Possess a well-developed sense of urgency and flow through while exercising good judgement.
- Effective written and verbal communication, organizational, and analytical skills, PC, trouble shooting skills
- Work with minimal supervision with a team, and exemplify strong people skills.

### **Responsibilities include, but are not limited to:**

- Solving a wide variety of IT issues as the first point of escalation for our customers in an expeditious manner
- Triage high impact events
- Interact with management and staff to provide analytical and technical assistance for continuous improvement of IT solutions.
- Managing local technical projects.
- Maintain or create policies, procedures, and processes.
- Identify root-causes of operational issues and process inefficiencies.
- Working with limited supervision in a customer-facing service role
- Utilizing strong verbal and writing skills to communication complex IT concepts into simple terms.

### ○ **BASIC QUALIFICATIONS**

- 1+ years IT experience with client, server, and network service delivery
- 2+ years or experience with networking concepts such as DNS, DHCP, SSL, OSI Model, and TCP/IP
- 1-2 years of experience in Windows and computing hardware
- 2+ years of experience of troubleshooting in a multi-user high availability environment
- 2+ Years of experience in a professional environment
- 2+ years of experience in PC repair, troubleshooting, deployment, and liquidation
- Bilingual fluency in English and Spanish
- Fluent in Cisco/networking and either Linux and/or Microsoft
- Working with limited supervision in a customer service role
- High School or equivalent diploma
- Valid US driver's license
- Ability to lift 30 lbs.

### **PREFERRED QUALIFICATIONS**

- A bachelor's degree in computer science or related technology field
- Industry-specific certification in relevant computer languages or software

### **About RSI**

Since 1982, RSI has been providing advance IT, support, and custom software development to the medium-sized businesses across the United States. Our philosophy is to drive an exceptional client experience with operational excellence and great people. We value innovation, leadership, and those who can solve business-problems.

- **HQ: Austin, TX**
- Groesbeck, TX
- Miami, FL
- San Juan, Puerto Rico

### **Benefits**

RSI offers competitive benefits to its full-time employees, including:

- Paid Vacation
- Paid Federal Holidays
- Medical Plans
- Dental Insurance
- Vision Insurance
- Voluntary Benefits
- ID Theft Protection
- Pet Insurance
- Legal assistance
- Employee Assistance Program
- Education Reimbursement